

Summary of TennCare Independent Review Requests 2019

1st Quarter Total: 38
2nd Quarter Total: 24
3rd Quarter Total: 37
4th Quarter Total: 20
YTD Total: 119

Amerigroup TN 1st Qtr Total – 29

Denial Reversed: 4
Denial Upheld: 11
Ineligible: 2
Partial: 5
Rescinded: 5
Settled for Provider: 2

AGP 2019 Total: 70

Amerigroup TN 2nd Qtr Total – 9

Denial Upheld: 3
Ineligible: 2
Partial: 3
Settled for Provider: 1

Amerigroup TN 3rd Qtr Total – 25

Denial Reversed: 8
Denial Upheld: 2
Ineligible: 1
Partial: 2
Settled for Provider: 12

Amerigroup TN 4th Qtr Total – 7

Denial Reversed: 1
Denial Upheld: 1
Ineligible: 1
Settled for Provider: 2
Withdrawn (Under \$750.00): 2

UnitedHealthcare Plan of the River Valley 1st Qtr Total – 7

Denial Reversed: 2
Denial Upheld: 1
Partial: 1
Settled for Provider: 3

UPRV 2019 Total: 33

UnitedHealthcare Plan of the River Valley 2nd Qtr Total – 10

Denial Reversed: 1
Denial Upheld: 5

Ineligible: 1
Paid: 1
Partial: 1
Settled for Provider: 1

UnitedHealthcare Plan of the River Valley 3rd Qtr Total – 7

Denial Reversed: 1
Denial Upheld: 2
Ineligible: 1
Partial: 2
Settled for Provider: 1

UnitedHealthcare Plan of the River Valley 4th Qtr Total – 9

Denial Upheld: 2
Ineligible: 1
Partial: 1
Pending: 3
Settled for Providers: 2

Volunteer State Health Plan 1st Qtr Total – 2

VSHP 2019 Total: 14

Rescinded: 1
Settled for Provider: 1

Volunteer State Health Plan 2nd Qtr Total – 3

Denial Reversed: 1
Denial Upheld: 1
Settled for Provider: 1

Volunteer State Health Plan 3rd Qtr Total – 5

Denial Upheld: 1
Ineligible: 1
Partial: 1
Settled for Provider: 2

Volunteer State Health Plan 4th Qtr Total – 4

Denial Upheld: 1
Partial: 1
Settled for Provider: 2

BCBST 2nd Qtr Total – 2*

Referred to Consumer Insurance Services: 2

UnitedHealthcare of the River Valley MA SNP 4th qtr Total -1

Ineligible: 1

Provider Types Submitting Independent Review Requests in 1st Quarter 2019:

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|--------------------------|-----------|
| <u>CMHC:</u> | <u>2</u> |
| <u>Hospice:</u> | <u>1</u> |
| <u>Hospital:</u> | <u>24</u> |
| <u>Nursing Facility:</u> | <u>3</u> |
| <u>Physician:</u> | <u>8</u> |

Provider Types Submitting Independent Review Requests in 2nd Quarter 2019:

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|-----------------------|-----------|
| <u>Hospice:</u> | <u>2</u> |
| <u>Hospital:</u> | <u>17</u> |
| <u>Physician:</u> | <u>3</u> |
| <u>Prosthetics</u> | <u>1</u> |
| <u>Transportation</u> | <u>1</u> |

Provider Types Submitting Independent Review Requests in 3rd Quarter 2019:

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|--------------------------|-----------|
| <u>Hospice</u> | <u>1</u> |
| <u>Hospital</u> | <u>35</u> |
| <u>Nursing Facility:</u> | <u>1</u> |

Provider Types Submitting Independent Review Requests in 4th Quarter 2019:

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|---------------------|-----------|
| <u>Hospice:</u> | <u>1</u> |
| <u>Hospital:</u> | <u>14</u> |
| <u>Physician:</u> | <u>4</u> |
| <u>Transporter:</u> | <u>1</u> |

Provider Types Submitting Independent Review Requests in 3rd Quarter 2019:

| | |
|-------------------|-----------|
| Hospice: | <u>1</u> |
| Hospital: | <u>35</u> |
| Nursing Facility: | <u>1</u> |

* Independent Review of claims disputes is only available for TennCare Program services.

* Items in **red font** have been are new or have been updated from the 2nd Quarter Report.